

DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY MATERIEL COMMAND
5001 EISENHOWER AVENUE, ALEXANDRIA, VA 22333-0001

AMC MEMORANDUM
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Information Management

VIDEO TELECONFERENCING

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1. Purpose.

The purpose of this memorandum is to standardize video teleconferencing procedures within the Army Materiel Command (AMC) Video Teleconference (VTC) Community of Interest (COI) and to provide a reference document of these procedures for assigned facilitators and end users of the DISN Video Services - Global (DVS-G) formerly known as the Video Enhanced Users System (VENUS) and the Defense Commercial Telecommunications Network (DCTN).

2. Scope.

This memorandum contains procedures and instructions on internal operations, security guidelines, the reservation system, and customer responsibilities.

3. Applicability.

The contents are applicable to all AMC COI facilitators and end users of the DVS-G network as well as all HQ AMC ISDN Dial-Up Video Teleconferencing (DTV) users.

4. Responsibilities.

Installation studio managers are the coordinators of these procedures. Recommended changes, additions, or deletions will be forwarded to the Army Materiel Command Community of Interest (COI) manager at Headquarters, U.S. Army Materiel Command (AMC), 5001 Eisenhower Avenue, Alexandria, Virginia, 22333-0001.

5. Procedures.

a. Reservations.

- (1) A customer will initiate a request with the local studio facilitator in writing using the locally approved reservation request form which will include date, time, locations, points of contact (POC), phone numbers and email addresses (if available). The facilitator will check the Defense Information Systems Agency (DISA) Video Teleconference Scheduling System (VTCSS) and call or email sites not registered with the VTCSS to determine the availability of the dates and times.
- (2) The local facilitator will then enter this information into the DISA VTCSS network reservation database, which will assign a control number if all sites are available for the date and time.
- (3) If local access to the DISA VTCSS is not immediately available, this information will be recorded manually, and the information called in to the AMC DVS-G office if time allows or the DISA DVS Video Operations Center (VOC) and/or the AT&T Reservation Center, Dranesville, VA if time is critical.
- (4) The customer submitting the request is responsible for contacting the attendees at the other locations.
- (5) Once the request has been approved, the DISA DVS VOC will contact AT&T Dranesville to schedule the conference.

- (6) A customer with an urgent requirement that cannot be accommodated during normal VTC operating hours (see paragraph 5.d. Operating Hours) may request overtime operation of the studio to satisfy the requirement.
- (7) Video Teleconferencing Center (VTC) requests should be made far enough in advance to prepare for a well-planned conference. However, because of unforeseen circumstances and emergencies, there may be occasions when a "bump" of a currently scheduled conference may be necessary. Justifications for "bumping" a conference must be submitted by the customer to the AMC COI Manager (vtc@hqamc.army.mil) who will try to resolve the conflict. If the conflict cannot be resolved the request for a "bump" will be forwarded through the AMC G-6 to the AMC Chief of Staff for resolution. Because a "bump" involves more than one facility/location, the facilitator will work with the customer to locally resolve the scheduling problem if possible.
- (8) It is the customer's duty and responsibility to inform the local facilitator of any cancellations as soon as they occur so that resources can be applied to other videoconferences.

b. Preparing the facility.

- (1) The facilitator will be present at the VTC facility one half (1/2) hour prior to the start time of the first conference of the day and one half (1/2) hour before each subsequent conference that day. This time is required to warm up the equipment, ready the customer's visual aids, and troubleshoot the equipment if a problem occurs.
- (2) The facilitator is responsible for ensuring the room is clean and ready for a conference. This includes coordinating for a local cleaning crew to assist, if applicable.
- (3) The customer should review the agenda with the facilitator when applicable to guide the flow of the conference.

c. Assisting the customers.

- (1) The facilitator should do everything possible to make the customer feel comfortable and at ease with the system.
- (2) If the customer has never been in the facility, the facilitator will quickly demonstrate the room's capabilities and features.

- (3) The facilitator will instruct the customer on the use of the microphones and demonstrate how the automatic camera switching operates.
- (4) Facilitators will assist the customer with the positioning of their audiovisual aids. This may include arranging vu-graphs and graphics in order of presentation, loading and preparing PC presentations, loading and cueing up the videotape, setting the audio level, and pre-positioning the multipurpose camera for a chart or board presentation and/or special speakers.
- (5) The facilitator should advise the customer on the use of appropriate graphics, slides, and vu-graphs. He/she should be able to direct the customer to other departments that can assist him/her in preparing the briefing's visuals. It is not the facilitator's responsibility to prepare or assist in the preparation of the customer's visual aids.
- (6) By standard practice the conference room facilitator will be present for the conference to operate the VTC facility conference controls. If the customer requests that the facilitator not be present, then the facilitator must instruct the customer on the use of the VTC facility conference controls, remain in the adjacent foyer, and be accessible to the customer.
- (7) The facilitator will maintain awareness of the conference length and the real time. He/she should remind the customer of the remaining conference time at 12 minutes from the conference end. There should be another 5-minute warning.
- (8) The facilitator must advise the customer of the time factor and the need for staying on schedule. He/she must stress the point that the system will automatically disconnect at the end of a customer's requested time. Customers will be reminded that once their conference is finished they should leave the VTC facility so that set up for the following conference can begin. Should the conference end early and the customer wish to remain in the VTC facility, he/she can remain only until the originally scheduled end time.
- (9) If a customer requires additional time, this must be arranged with the DVS-G VOC in advance of the conference to ensure the time is available. The DVS-G network does not currently have an automatic time extension capability.
- (10) Customers will be reminded upon entering the VTC facility that any food or drink brought into the facility is the responsibility of the customer. The customer office that requested the VTC will ensure that any litter is cleared away at the end of the session and that any damage to equipment, furniture or carpet as a result of spillage is brought to the attention of the facilitator. The customer office will support the COI/DOIM/Installation VTC studio

manager in arranging and paying for special cleaning necessitated by spilled food/drink.

- (11) The customer is responsible for providing his/her own videotape if the conference is to be recorded.
- (12) The facilitator must ask the coordinating location for permission to record the conference and notify all locations that the session is being recorded. If anyone objects, the recording cannot be made. This is to ensure the protection of sensitive information and personal privacy.
- (13) If the conference is recorded, the facilitator must record the name of the customer who removes the videotape from the facility.

d. Operating hours.

- (1) Due to the need for a facilitator to be present in the facility one half (1/2) hour before the first conference of the day and the fact that the network operates within multiple time zones, the normal operating hours are 0800 to 1700 EST. Conferences scheduled before or after these times could require overtime charges depending on local applications.
- (2) Prime time hours are 0900 to 1500 EST. Conferences lasting longer than two (2) hours will be scheduled before or after prime time with no more than two hours of prime time being used. This allows the remainder of the day to be free for shorter conferences.
- (3) Facilitators will provide their supervisors with a means to contact them to provide emergency support during non-duty hours.

e. Security.

- (1) Secure conference procedures.
 - (a) As soon as a secure conference is scheduled, but at least monthly, the encryption equipment will be keyed and checked to ensure the facility can properly function in the secure mode.
 - (b) The customer is responsible for ensuring the clearance status of all attendees. It is not the responsibility of the conference room facilitator to neither verify clearances with the security office nor verify clearance status of attendees.

- (c) All classified materials brought into the DVS-G Facility by the attendees must be taken out of the DVS-G facility by the attendees immediately following a secure conference.
- (d) The door in the facility must remain closed and locked for the entire classified conference.
- (e) No audio add-on telephone connections will be made during a secure conference unless communications security (COMSEC) approved equipment is used. All non-secure telephone equipment must be physically disconnected during secure conferences.
- (f) If a video recording is made during a classified conference, it must be marked with the appropriate classification and a cover letter (noting classification) will be placed around the videotape box. This should be arranged prior to the conference and be provided by the customer. The customer must take the videotape out of the facility immediately following the conference.
- (g) If frozen graphics are sent during the conference, the conference facilitator must send (freeze) a blank sheet of paper as the last frozen graphic to purge any classified graphics in the queue. All other sties must display a blank frozen graphic to likewise purge any classified graphics in the queue.
- (h) The list of attendees for a classified conference will be maintained on file by the DVS-G facilitator for 90 days.

(2) Equipment room.

- (a) The equipment room contains COMSEC equipment and therefore must be treated as a secure facility.
- (b) A list of personnel authorized to enter the equipment room will be maintained in each facility. This list should not be posted in plain sight. It may be posted inside the equipment room or maintained in the file or desk of the facilitator. The list should include the individual's name, SSN, validated clearance, and title.
- (c) A sign must be posted on the equipment room door stating "Authorized Personnel Only."
- (d) Unauthorized personnel WILL NOT have access to the equipment room.

- (e) The equipment room door must remain locked at all times except when the facilitator is bringing up the system, changing the key, or troubleshooting.

(3) Keying material.

- (a) Keying material may either be maintained by the facilitator or by the local designated COMSEC custodian. If the facilitator maintains the keying material, he/she is responsible for the security of the key.
- (b) The facilitator must comply with the appropriate security regulations governing each major subordinate command (MSC). The COMSEC custodian can supply the facilitator with any additional information regarding security requirements.

(4) Operating COMSEC equipment.

- (a) The encryption equipment is required to remain in the DVS-G facility at all times.
- (b) Nothing other than the encryption equipment may be stored inside the safe designated for the encryption equipment.
- (c) The door to the safe holding the encryption equipment will remain locked at all times except when changing the key.
- (d) Key changing times are classified and will not be discussed in the clear. Key designations are also classified.
- (e) A list of personnel authorized to change the key will be maintained by the facility.

f. Uses of DVS-G facility.

The DVS-G facility is to be used for video teleconferencing. It is not a television production facility. The videotape recording capability will not be used for purposes other than an actual video teleconference. Further, AMC VTC facilities will not be used as a mere "pass through" mechanism for audio or video add-ons into conferences in which there is no AMC participant.

g. Office Operation.

- (1) Office areas/foyers are to be kept neat and orderly. Storage of books, papers, and other materials on top of equipment should be avoided.

- (2) Customers will be reminded upon entering the VTC facility that any food or drink brought into the facility is the responsibility of the customer and the individual bringing the substance in will be accountable for damage to equipment, furniture or carpet as a result of spillage.
- (3) Equipment surfaces will be cleaned regularly. The contracted maintenance representative is responsible for all internal equipment cleaning. Wastebaskets will be emptied daily.
- (4) Carpets will be vacuumed weekly.

h. Equipment Failure.

- (1) When an equipment failure occurs, the facilitator must isolate the problem as best he/she can and then notify the contracted maintenance company to report the problem. The AMC COI Manager must then be notified of the problem telephonically or by email.
- (2) The facilitator is not allowed to attempt to repair the equipment. No personnel other than a committed maintenance representative may troubleshoot or attempt to repair the equipment. If the situation dictates, the facilitator may attempt troubleshooting and/or repair procedures only under the direct (phone) supervision of a contracted maintenance representative.
- (3) The facility must be accessible to the contracted maintenance representative until the system is again operational.
- (4) If the air conditioner fails, the room equipment should be turned off to prevent overheating. The failure is then reported to the local building or installation facilities office for repair.

i. Scheduling Alternate DVS-G sites at HQ AMC.

- (1) AMC HQ DVS-G Dial Up rooms will not be scheduled if ALEXANDRIA-AMC-DD is available.
- (2) Prior to scheduling any of the Dial-Up DVS-G rooms on the DISA VTCSS the AMC VTC office must be notified so that a DTV-capable conference room may be scheduled. All other scheduling procedures apply (Paragraph 5.a.).

j. Scheduling DTV conferences at HQ AMC.

- (1) All offices with stand alone DTV equipment will be expected to schedule their own conference rooms and schedule/conduct their point-to-point conferences.
- (2) All offices requesting a DTV from a room with Local Video Network (LVN) DTV capability will be required to:
 - (a) Schedule the conference room with the appropriate G Staff
 - (b) Complete a VTC reservation form and provide it to the AMC VTC Office
- (3) All LVN DTV resources will be used in the following priority:
 - (a) Desktop to Desktop via the LVN DTV capability
 - (b) Point-to-point DTV from DTV-capable conference rooms
 - (c) Multi-point (not to exceed three) DTV from DTV-capable conference rooms
 - (d) Point-to-multipoint bridge connection, from DTV-capable conference rooms
- (4) All requests for Multi-Point DTV conferences must be submitted in writing to the AMC VTC office using the approved VTC reservation request form.

k. Scheduling MCU (Multipoint Conferencing Unit) Resources at HQ AMC.

- (1) A customer will initiate a request with the VTC office in writing using the AMC VTC reservation request form. Required information includes date, time, locations, POCs, phone numbers and email addresses (if available) for each location.
- (2) MCU resources will be assigned on a first-come-first-served basis.
- (3) The customer submitting the request is responsible for contacting the attendees at the other locations.

The proponent of this memorandum is the United States Army Materiel Command. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to publications and Blank Forms) to Commander, HQ AMC, ATTN: AMCIO-I-ST, 5001 Eisenhower Avenue, Alexandria, VA 22333-0001.

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